

Duke, Daphne

2019-387-A

From: Marilyn Edwards <edwardsmerepoule@gmail.com>
Sent: Tuesday, March 22, 2022 11:03 AM
To: PSC_Contact; Campbell, Chad; Dale Ness
Subject: [External] Water Supply Company Customer Data Privacy
Attachments: Protection of Customer Data.docx

Please find attached the Customer Data Privacy Guidelines for Water Supply Company, Inc., as requested by ORS.

Marilyn Edwards
Water Supply Company, Inc.
(803) 253-3336

RECEIVED
MAR 22 2022
PSCSC
Clerks Office

Water Supply Company, Inc.

P O Box 219

Lexington, SC 29071

Protection of Customer Data

Water Supply Company, Inc. customer data is located on one Excel spreadsheet. The spreadsheet is double password protected and is backed up on Google cloud, also double password protected. Only two persons have access to this data. Customer information includes name, address and phone number(s) only. A separate record of payments is kept on an Excel spreadsheet which only indicates the address, not the name or contact information of the customer. This separate record only shows start of service, end of service, payment amounts and payment dates. It is also double password protected.

103-823.2 Protection of Customer Data

Section H. Public Utility Guidelines

- a) Customer Notice and Awareness - Water Supply Company, Inc. will include this letter in its next Billing.
- b) Customer Choice and Consent – No customer information is ever shared with a third party unless directed to do so by the customer. For example, some elderly customers ask that their adult children handle their water account, and we do so only when we verify it is the wish of the customer. No information is shared with any other party.
- c) Customer Data Access – Customers will be provided with consumer information from the Office of Regulatory Staff, testing results by DHEC, and their own account information during business hours Monday through Friday, 8 am to 5pm.
- d) Data Quality and Security Procedures and Measures – If service is discontinued at customer request, all information for that customer at that address is deleted.
- e) Public Utility Accountability and Auditing – Water Supply Company, Inc. does not share any data with a third party. We are periodically audited by the Office of Regulatory Staff, but they do not request copies of our customer data, only generic copies of our mailings.
- f) Frequency of Notice to Customers – We send Annual Bills in December. We send new customer mailings with labels, payment stubs and the ORS Bill of Rights of Customers. We send other mailings, mainly regarding outstanding balances, on a quarterly basis.
- g) Due Diligence Exercised by Utility when sharing Customer Data with Third Parties - Water Supply Company, Inc. never shares any data with third parties other than in the rare occurrence when an elderly or incapacitated customer asks us directly to relay specific information to their offspring.

If you have any questions regarding our policy, please contact:

Marilyn Edwards

Water Supply Company

(803) 